



### **Akola Project Retail Store Key Holder**

Akola is the first full-impact brand in the luxury space. As a non-profit, Akola employs and empowers 500+ women in Uganda and Dallas to become agents of transformation in their families and communities. Every Akola product sold correlates to more jobs for Akola members, and 100% of Akola sales are reinvested in the social mission.

The Akola Flagship is the premiere place for Akola's customers and donors to visualize the mission and vision of the organization. At the Flagship, customers can shop the one-of-kind collections, learn about the high-impact of Akola, and be inspired to become part of the story.

Position Summary: The Key Holder plays an important role, he or she will assist the management team with the day-to-day operations of The Akola Project Flagship store. Ensures customer needs are met, and concerns are addressed and resolved. The Key Holder is responsible for maintaining store appearance and product presentation to Akola standards. Other responsibilities include:

- He/She reflects the values of the brand in personal presentation and demonstrates passion for the brand.
- Passionately educates customers on the Akola brand and product. Deliver the ultimate personalized customer care to each and every guest in our store, consistently going above and beyond customer expectations, build highly satisfied and loyal customer base through engagement, conversion and capturing customer phone and e-mail.
- Processes payments and returns/exchanges.
- Assists in inventory counts, tagging and pricing products properly.
- Follow merchandising principles and replenishment guidelines in store to ensure that the brand is represented at the highest level.
- Completes all tasks correctly, on time and follows company policies and procedures.
- Participate and represent Akola at community and private events.
- Open/ close the store.

Ideal candidates:

- Sales experience in a contemporary, energetic retail environment
- Has merchandising experience
- Team player
- Proactive and positive energy
- Passion for retail
- Adaptable to the needs of the business
- Must be available to work nights, weekends and holidays.